



City of Galveston

FLEET, MASS TRANSIT & SPECIAL EVENTS STAFF REPORT

Date February 18, 2025

To: City Manager
Mayor and City Council Members

From: David Smith, Executive Director James Oliver
Fleet, Mass Transit and Special Events Island Transit General Manager

Project location: N/A

Project: Island Transit Title VI

Request: Consider for the approval of a resolution of the City Council of the City of Galveston approving the amended 2025 City of Galveston, Island Transit Title VI Plan as required by The Federal Transportation Administration and the Texas Department of Transportation.

Prior Council Action

No prior actions on this item. The last approval occurred in 2022.

Background

- A. Title VI Plan addresses complaints in reference to discrimination based on race, color and/or national origin and sets in writing the approved procedures on the proper handling of these complaints.
- B. The Federal Transportation Administration and Texas Department of Transportation are requiring local governments to approve a resolution supporting their Title VI Plan to continue to receive funding.
- C. The Title VI Plan must be approved every three years. The plan has been updated to reflect any required changes.

Fiscal Impact Report

Without an approved Title VI resolution, funding can be denied to Island Transit.





City of Galveston

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Alternatives

A. Approve.

1. Cost - None
2. Timing - As soon as possible.
3. Departmental Improvements - Will allow Island Transit to operate in compliance with FTA and TXDOT requirements.

B. Do not approve.

1. Cost - None
2. Timing - N/A
3. Departmental Improvements - Island Transit will not be able to operate in compliance with FTA and TXDOT requirements and will not receive the required funding.

Staff Recommendation

Concur in *Alternative A*; *approve* the resolution of the City Council of the City of Galveston approving the amended 2025 City of Galveston, Island Transit Title VI Plan as required by The Federal Transportation Administration and the Texas Department of Transportation.

Attachments





**GALVESTON ISLAND TRANSIT
TITLE VI PROGRAM**

UPDATED 01/27/2025

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SECTION 1: Introduction

Galveston Island Transit began public transportation service in 1868 with two horse drawn trolleys on rail in the City of Galveston. Currently, Galveston Island Transit operates within the city limits of the City of Galveston and Galveston Island itself. Galveston Island Transit is a city department within the City of Galveston municipality and is a direct recipient of federal funding for public transportation. Galveston Island Transit offers public transit service including fixed route service, complementary ADA Paratransit Services, nostalgic tourist bus services and street rail trolley services.

Galveston Island Transit is submitting this report to the Federal Transit Administration, (FTA), providing a program to ensure that transit services made available are equitably distributed, and provide equal access and mobility to any person, without regard to race, color, or national origin. This program is updated every three (3) years and receives approval from FTA.

The program updated for 2025-2028 has been prepared pursuant to Title VI of the *Civil Rights Act of 1964*; Title 49, Chapter S3, Section S332 of the United States Code; and the FTA Circular 4702.IB, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," (October 1, 2012). Additionally, this update summarizes the Galveston Island Transit service provisions since the last program was approved. This update will provide compliance with all parameters of the FTA Title VI Program Checklist for all applicable requirements of Transit Providers.

The objectives of this Title VI Program include the following:

1. Ensure that federally assisted benefits and related services are made available and are equitably distributed.
2. Ensure that the level and quality of federally assisted services are sufficient to provide equal access and mobility to all persons.
3. Ensure adequate opportunities for all to participate in the planning and decision-making processes.
4. Ensure that placement of transit services and facilities are equitable.
5. Ensure that corrective and remedial actions are taken for all applications and receipts of federal assistance to prevent discriminatory treatment of any beneficiary.
6. Provide procedures for investigating Title VI complaints.
7. Take responsible steps for ensuring that meaningful access to programs and activities is provided for persons with Limited English Proficiency.

8. Inform the public of their rights under Title VI.

SECTION 2: Title VI Program Policy Statement

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

The Environmental Justice (EJ) component of the Title VI requirements guarantees fair treatment for all people regardless of race and income. The requirements under EJ include Galveston Island Transit identifying and addressing, as appropriate, any potential disproportionate and/or adverse impact of its programs, policies, and activities on minority and low-income populations. In addition to EJ considerations in the administration of public transit, undertake reasonable steps to ensure that limited English Proficiency (LEP) persons have meaningful access to programs, services, and information.

The three fundamental Environmental Justice concepts are:

1. Avoid, minimize, or mitigate disproportionately high and adverse human health or environmental effects, including social and economic effects, on minority and low-income populations.
2. Ensure the full and fair participation by all potentially affected communities in the transportation decision-making process.
3. Prevent a denial, reduction, or significant delay in the receipt of benefits by minority and low-income populations.

The Public Transportation General Manager has been designated as the GIT Civil Rights Officer responsible for civil rights compliance and monitoring to ensure the nondiscriminatory provision of transit services and programs. To request a copy of the agency's Title VI program please contact:

Galveston Island Transit Title VI Contact:

James Oliver
Public Transportation General Manager
3115 Market Street, Galveston, Texas 77550
joliver@galvestontx.gov
409-797-3900

The Title VI Policy statement is disseminated to all staff and is also available on City of Galveston's website under: <https://www.galvestontx.gov/551/FTA-Civil-Rights-Discrimination-Notice>

The Title VI notice can be found on the City of Galveston's website, all transit terminals and on each bus and rail trolley. The Title VI notice will read as follows both in English and Spanish:

The City of Galveston hereby gives public notice that it is Galveston's policy to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related statutes and regulations in all programs and activities. Title VI requires that no person in the United States of America shall, on the grounds of race, color, or national origin, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance.

Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with Galveston. Any such complaint must be in writing or by phone and filed with Galveston Title VI Coordinator within one hundred and eighty (180) days following the date of the alleged discriminatory occurrence. Title VI Discrimination Complaint Forms may be obtained from the Island Transit administrative office at no cost to the complainant by calling 409-797-3900.

If you would like to file with the Federal Transit Administration (FTA) Regional Office, please send a written complaint to FTA Region VI, 819 Taylor Street, Room 8A36, Fort Worth, TX 76102. A complainant may also file a complaint directly with the FTA by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

If information is needed in another language, contact Galveston's Title VI Coordinator at 409-797-3900.

SECTION 3: Title VI Complaint Procedures

As a recipient of federal financial assistance, City of Galveston/Galveston Island Transit has the following Title VI complaint procedures in place.

Galveston Island Transit has provided procedures for filing complaints alleging discrimination on the basis of race, color, or national origin. Information on how to file a complaint is provided through Galveston Island Transit Administrative Offices, on City of Galveston website, and appears on publications, interior bus cards, and Galveston Island Transit facilities.

Any person who believes that he or she, individually or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, or national origin may file a written complaint with Texas Department of Transportation (TxDOT), the FTA or the

Secretary of Transportation. Persons are encouraged to first notify Galveston Island Transit and file a complaint through the local office.

Galveston Island Transit
Atten: General Manager
3115 Market Street
Galveston, Texas 77550

Texas Department of Transportation
ATTN: Civil Rights Division
125 E. 11th Street
Austin, TX 78701

Federal Transit Administration (FTA)
Region VI
819 Taylor Street, Room 8A36
Fort Worth, Texas 76102

All complaints received within 180 days of the incident are processed and investigated by Galveston Island Transit. A preliminary review to determine jurisdiction is conducted and if within Galveston Island Transit authority and investigation is conducted. The complainant will receive an acknowledgement letter informing her/him whether the complaint and investigation.

Galveston Island Transit has 30 days to investigate the complaint. If more information is needed to resolve the case, Galveston Island Transit may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to the investigator. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, Galveston Island Transit can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summary that the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or if any other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor - TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

The Galveston Island Transit Title VI complaint form and associated procedures are available in English and Spanish in Appendix A of this plan as well as on the Galveston Island Transit website. If the information is needed in other languages spoken by LEP populations Galveston Island Transit will accommodate that request.

Title VI Complaints are documented and tracked for investigation and internal files have been reviewed to determine whether there were any complaints filed or concluded between submittal of the last Title VI Plan. There have been no Title VI complaints since the last update to the policy.

SECTION 4: Public Participation Plan

This document will serve as the Public Participation Plan for Galveston Island Transit. This Public Participation Plan outlines the process for providing the public and interested parties with reasonable opportunities to be involved in the transportation planning process.

The purpose of the Public Participation Plan is to ensure that Galveston Island Transit utilizes effective means of providing information and receiving public input on transportation decisions from all citizens including low income, minority and limited English proficient (LEP) populations, as required by Title VI of the Civil Rights Act of 1964 and its implementing regulations. Under federal regulations, transit operators must take reasonable steps to ensure that Limited English Proficient (LEP) persons have meaningful access to their programs and activities. This means that public participation opportunities, normally provided in English, should be accessible to persons who have a limited ability to speak, read, write, or understand English.

Galveston Island Transit is the public transportation provider for the City of Galveston, GIT service area includes Galveston Island and City of Galveston. The service area 41square miles of land with a population of 53,800 according to American Community Survey of 2020. The demographics of the population shows that 61.4% is white, 14.6% African American, 29.7% Latin/Hispanic and 17.4% two or more races.

Galveston City, Texas

White alone	33,033
Black or African American alone	7854
American Indian and Alaska Native alone	322
Asian alone	1506
Native Hawaiian and Other Pacific Islander alone	53
Hispanic or Latino	15,978
Population of two races	9,361

Further analysis of the American Community Surveys reveals the poverty level of the population of the City of Galveston as it relates to the environmental justice aspect of the overall Title VI policy.

Label	Galveston city, Texas					
	Total		Below poverty level		Percent below poverty level	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
White alone	30,632	±1,094	4,623	±701	15.1%	±2.2
Black or African American alone	7,114	±834	1,732	±410	24.3%	±5.1
American Indian and Alaska Native alone	260	±155	47	±37	18.1%	±16.7
Asian alone	1,398	±377	459	±174	32.8%	±9.3
Native Hawaiian and Other Pacific Islander alone	67	±73	39	±63	58.2%	±58.2
Some other race alone	1,621	±338	475	±208	29.3%	±11.9
Two or more races	8,782	±1,071	2,543	±733	29.0%	±7.0
Hispanic or Latino origin (of any race)	14,972	±968	4,365	±884	29.2%	±5.3
White alone, not Hispanic or Latino	25,249	±1,069	3,124	±502	12.4%	±1.8

Galveston is considered a tourist destination and experiences seasonal changes, as such growth opportunities are limited. Galveston Island Transit does not experience the need for many changes of its fixed route, tourist routes or changes within the rate structure.

Throughout the year, Galveston Island Transit welcomes comments by riders and other members of the public. Comments are recorded and accumulated for consideration at the time of the development of draft proposals for change or system improvements. Comments related to service changes including requests for new route or other services are accumulated for consideration in planning activities.

Galveston Island Transit maintains a public participation process for all transportation planning and or transit construction projects. The process is two-fold in that, GIT utilizes the regional MPO, Houston- Galveston Area Council (H-GAC), as well as the Public Works and Planning Departments within the City of Galveston to also include Galveston City Council. Galveston Island Transit as part of the rail trolley operations is required by TxDOT Program Standards to have a Joint Safety & Security Review Committee to review and approve items that come before the committee for the rail trolleys.

Galveston Island Transit conducts a public hearing/meeting when a fare increases, or major service reduction is proposed. "Major service reduction is defined as a reduction which reduces service hours and/or service miles by 25% on any individual route." A determination is made related to each proposed change as to the appropriate timing on the public hearing. If service changes are temporary in nature for evaluation for the proposal, the hearing will be held after the pilot period and the evaluation is completed. For changes in fares or significant service changes, the hearing will be held prior to initiation of action. If the service changes or schedule modifications are deemed to be minor, the changes can go forward without City Council action and GIT may implement.

Galveston Island Transit staff develop draft proposals for changes in services or fare based upon consideration of public comment, City policy and other directions. Recommendations are provided to the City leadership for evaluation, consideration and revisions if necessary. The revised drafts are identified within the City's Budget process. The City's multi-staged budget development process includes public workshops and formal public hearings prior to Galveston City Council approval.

City Council meetings are open to the public and informational material is provided and can be provided in Spanish upon request as noted on the public notices for each council meeting. City of Galveston and GIT utilize multiple media outlets to give public notice of committee meetings, transportation projects and transportation funding opportunities. Those outlets would include newspapers, website, television and social media.

Galveston Island Transit annually updates future transportation improvement programs, projects and transportation funding. Galveston Island Transit coordinates these updates/notifications through the H-GAC MPO as well as city departments within the City of Galveston. Galveston Island Transit goal for public participation is to offer early and continuous opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation projects, decisions.

SECTION 5: Limited English Proficiency

Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency (LEP), was signed by President Clinton in August 2000. The Executive Order directs each federal agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services. Failure to ensure opportunities for LEP persons to effectively participate in or benefit from federally assisted programs may constitute national origin discrimination.

As a public transportation provider receiving federal funding from the U.S. Department of Transportation (DOT), Galveston Island Transit has a responsibility, under Title VI of the Civil Rights Act of 1964, to take reasonable steps to ensure that LEP persons have meaningful access to benefits, services, information, and other Important programs and activities provided by Galveston Island Transit. LEP persons include individuals who have a limited ability to read, write, speak, or understand English. Many LEP persons rely on public transit services to achieve greater mobility and access to employment. The DOT developed LEP guidance to assist public transit agencies in determining the best ways to comply with the statutory and regulatory LEP obligations. Transit agencies should conduct an LEP needs assessment based on the four-factor framework.

The four-factor framework includes four steps that assist transit agencies in developing a cost-effective mix of language assistance measures. The factors that should be considered during the LEP needs assessment include:

1. The number and proportion of LEP persons served or encountered in the eligible service population.

2. The frequency with which LEP persons come into contact with the agency's programs, activities, and services.
3. The Importance of the programs, activities, and services to LEP persons; and
4. The Cost and resources available.

Factor 1

LEP individuals will come into contact with Galveston Island Transit through various means, utilizing fixed routes services by accessing and riding fixed route, through the rail trolley system by the same means and the Seawall Tourist route, again by the same means. LEP individuals will also come into contact with Galveston Island Transit through contacting and scheduling service through Complementary ADA Paratransit Services as well as other transportation projects such as construction, pedestrian, rail and bus stop projects.

According to the American Community Survey 2020 data, 26% of the residents of City of Galveston speak other language than English at home. 19.7% of the respondents speak Spanish at home.

Galveston city, Texas				
Language	Total		Percent	
	Estimate	Margin of Error	Estimate	Margin of Error
Speak only English	37,732	±1,045	74.1%	±1.8
Speak a language other than English	13,214	±888	25.9%	±1.8
Spanish	10,049	±848	19.7%	±1.7
Other Indo-European languages	1,776	±413	3.5%	±0.8
Asian and Pacific Island languages	1,046	±307	2.1%	±0.6
Other languages	343	±157	0.7%	±0.3

Galveston Island Transit does not monitor the literacy rates of LEP populations. However, Galveston Island Transit translates both written and orally, all notifications, schedules, public communications into Spanish. Currently, Galveston Island Transit monitors and tracks requests to translate information orally. Galveston Island Transit is not aware or knows of any other languages barriers that exist that would prevent an LEP individual accessing or learning of Galveston Island Transit and the services provided.

Factor 2

Galveston Island Transit utilizes FTA funding to provide public transportation services and develop transit infrastructure that facilitates access to public transportation services. Galveston Island Transit LEP individuals will come into contact with public transportation through accessing transportation services, transit terminals, bus stops and other transportation projects. Galveston Island Transit is committed to during all public involvement that all documentation for transit programs, procurements, schedules advertising and other transit documents can be translated into Spanish at no cost to the user. Currently, all route closures/deviations, ADA forms, Title VI forms, schedules and public notifications are translated into Spanish.

Factor 3

Galveston Island Transit will continue to train and develop staff members on the importance of assisting LEP individuals with obtaining information and accessing the transit system. Staff will be provided with LEP procedures, in addition Staff will complete customer service training and be provided guidance on working effectively with in-person and telephone interpreters. GIT will continue to post communications in Spanish and will also inform of additional language services available at the customer initial point of contact. Galveston Island Transit will participate in the annual updates to the H-GAC MPO planning activities as well with the City of Galveston planning activities to also include the City's evacuation and disaster preparedness plans to ensure all community members' needs are met, especially including the LEP population.

Factor 4

Based upon the current resources available, Galveston Island Transit provides the most effective means of delivering competent and accurate language services within the service area. GIT will continue to monitor the need for additional language assistance, including the need for greater dissemination of information in the existing languages provided and/or translation to new languages.

SECTION 6: Monitoring Subrecipients

Galveston Island Transit currently contracts with Harris County Rides to provide ADA Complementary Paratransit Services for those clients that are eligible on Galveston Island. In accordance with 49 CFR 21.9(b), to ensure that subrecipients are complying with DOT Title VI regulations, primary recipients must monitor their subrecipients for compliance with the regulations. If a subrecipient is not in compliance with the regulations, the primary recipient is also not in compliance.

FTA Circular 4702 1.b, Chapter III section 12b states as follows: "*When a subrecipient is also a direct recipient of FTA funds, that is, applies for funds directly from FTA, in addition to receiving funds from the primary recipient, the subrecipient/ direct recipient reports directly to FTA and the*

primary/designated recipient is not responsible for monitoring compliance if that subrecipient. Harris County Rides applies/receives funding direct from FTA, as Galveston Island Transit is exempted from the responsibility of monitoring the Title VI activities of Harris County Rides. However, GIT does have a copy of Harris County Rides Title VI policy

SECTION 7: Analysis of Construction Projects

Galveston Island Transit has not had any construction projects during this time period.

SECTION 8: System Wide Service Standards and Policies

CFR 49, Part 21 requires all providers of fixed route public transportation that receive federal financial assistance adopt system wide service policies to ensure service design and operation practices do not result in discrimination on the basis of race, color or national origin. Service policies differ from standards in that they are not necessarily based upon a quantitative standard. All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service that is provided. Galveston Island Transit has three modes of fixed route service, fixed route bus service, Seawall tourist routes and light-rail/trolley service.

FTA requires all fixed route providers to develop quantitative standards for all fixed route modes of operation for the following indicators.

1. Vehicle Load
 2. Vehicle Headway
 3. On-Time Performance for each mode
 4. Service Availability for each mode
-
1. Vehicle Load: Vehicle load is expressed as the ratio of passengers to the total number of seats available on a vehicle at its maximum load point. The standard for maximum vehicle load is 1.00. Galveston Island Transit is currently operating below the maximum load for each mode.

VEHICLE LOAD

	MAXIMUM LOAD	CURRENT OPERATING CAPACITY
FIXED ROUTE BUSES	24	33%
SEAWALL TOURIST ROUTE	24	33%
GALVESTON ISLAND TROLLEY	20	31%

2. **Vehicle Head:** Vehicle headway is the amount of time a vehicle needs to return to the same point while on a route. A shorter headway corresponds to a more frequent service. Below are the following headways set by Galveston Island Transit for the current fixed route modes. Galveston Island Transit currently meets the headways that are listed below.

VEHICLE HEADWAYS

FIXED ROUTE	60 MINUTES
SEAWALL TOURIST ROUTE	30 MINUTES
GALVESTON ISLAND TROLLEY	30 MINUTES

3. **On-Time Performance:** On-Time Performance is a measure of runs completed as scheduled and published. The criterion first must define what is considered to be "on-time". The standard for Galveston Island Transit on-time performance is no more or less 4 minutes before or after the published stop. Galveston Island Transit began tracking on-time performance in Fall of 2020. Currently, GIT has established and 85% percentage of on time runs to begin the initial tracking of on time performance. Galveston Island Transit is currently meeting this standard.

4. **Service Availability for each mode:** Service Availability is the general measure of the distribution of routes within a provider's service area. The standard for service availability is to provide coverage of the primary destinations; (to include healthcare, tourist, medical and senior housing facilities), within Galveston Island Transit service area of operations as recommended by the public through public participation and as directed by City Council.

Galveston Island Transit Service Policies ensure that operational practices do not discriminate on the basis of race, color or national origin.

1. **Transit Amenities:** Transit amenities are reference to items of comfort, convenience and safety that are available to the general riding public. Amenities would include the following:
 - Bus and Rail Shelters (benches, seats at stops and stations)
 - Provision Information
 - Printed signs, system maps, route maps, and schedules
 - Elevators
 - Access points include the transit station and transfer station.

Galveston Island Transit has a policy to ensure the equitable distribution of transit amenities across system wide.

2. **Vehicle Assignment:** Vehicle assignment refers to the process by which transit vehicles are placed into revenue service and on routes throughout the system. Vehicles are assigned with regard to mode (Fixed, Seawall Tourist, Rail Trolley) and ridership demand patterns. For each mode, newer vehicles are rotated to ensure that no single route or service always has the same vehicle. The rotation process is reviewed weekly by the Transit Supervisor, Maintenance Supervisor and Assistant General Manager of Galveston Island Transit.

SECTION 8: Galveston City Council Membership

	White/Non Latino	Black/African American	Latino/Hispanic	American Indian/Alaska Native	Asian American	Pacific Islander	Other
City Council Members	6	1	0	0	0	0	0

SECTION 9: Safety & Security Committee Membership

	White/Non Latino	Black/African American	Latino/Hispanic	American Indian/Alaska Native	Asian American	Pacific Islander	Other
Committee Members	5	0	3	0	0	0	0

- *Committee members are City of Galveston employees from respective departments within the City of Galveston, ie. Galveston Police Department, Galveston Fire Department, Galveston Public Works, Traffic Division, Galveston Risk Management.*

SECTION 10: APPENDIX A



TITLE VI POLICY STATEMENT

Galveston Island Transit (Island Transit) is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by TITLE VI of the Civil Rights Act of 1964, as amended.

Toward this end, it is Galveston Island Transit's objective to:

1. Ensure that the level and quality of transportation service is provided without regard to races, color or national origin.
2. Identify and address as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations.
3. Promote the full and fair participation of all affected populations in transportation decision making.
4. Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
5. Ensure meaningful access to programs and activities by person with Limited English Proficiency (LEP).
6. Provide customers language assistance, at no cost.

The Public Transportation General Manager, and all employees at Galveston Island Transit share the responsibility for carrying out Galveston Island Transit commitment to TITLE VI. The Title VI staff is responsible for the day to day operation of the program, and receives and investigates Title VI complaints that come through the complaint procedures process.

For additional information on Galveston Island Transit nondiscrimination obligations, please contact:

General Manager
c/o Galveston Island Transit
3115 Market St
Galveston Texas, 77550
Phone: 4009-797-3900
Email: joliver@galvestontx.gov



TÍTULO VI DECLARACIÓN DE POLÍTICA

Galveston Island Transit (Island Transit) se compromete a garantizar que ninguna persona sea excluida de la participación o se le nieguen los beneficios de sus servicios por motivos de raza, color o origen nacional, según lo dispuesto por el TÍTULO VI de la Ley de Derechos Civiles de 1964, según enmendada.

Con este fin, el objetivo de Galveston Island Transit es:

- 1. Asegurarse de que el nivel la calidad del servicio de transporte se brinde sin importar razas, color o origen nacional.**
- 2. Identificar y abordar, según corresponda, los efectos desproporcionadamente altos y adversos para la salud humana y el medio ambiente, incluidos los efectos sociales y económicos de los programas y actividades en las poblaciones minoritarias y de bajos ingresos.**
- 3. Promover la participación plena y justa de todas las poblaciones afectadas en la toma de decisiones sobre transporte.**
- 4. Prevenir la denegación, reducción o demora en los beneficios relacionados con programas y actividades que benefician a las poblaciones minoritarias o de bajos ingresos.**
- 5. Asegurar un acceso significativo a los programas y actividades por parte de una persona con dominio limitado del inglés (LEP).**
- 6. Brindar a los clientes asistencia con el idioma, sin costo alguno.**

El Gerente General de Transporte Público y todos los empleados de Galveston Island Transit comparten la responsabilidad de llevar a cabo el compromiso de Galveston Island Transit con el TÍTULO VI. El personal del Título VI es responsable de la operación diaria del programa y recibe y investiga las quejas del Título VI que surgen a través del proceso de procedimientos de quejas.

Para obtener información adicional sobre las obligaciones de no discriminación de Galveston Island Transit, comuníquese con:

Gerente general
c / o Galveston Island Transit
3115 Market St
Galveston Texas, 77550
Teléfono: 4009-797-3900
Correo electrónico: joliver@galvestontx.gov

TITLE VI COMPLAINT FORM

Galveston Island Transit is committed to a policy of non-discrimination in the conduct of its business, including Title VI responsibilities, and to the delivery of equitable and accessible transportation services. Any person who believes that he or she has been subject to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with Galveston Island Transit within 180-days from the date of the alleged discrimination.

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				

Section IV				
Have you previously filed a Title VI complaint with this agency?			Yes	No
Section V				
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?				
<input type="checkbox"/> Yes <input type="checkbox"/> No				
If yes, check all that apply:				

TITLE VI COMPLAINT FORM

<input type="checkbox"/> Federal Agency: _____	
<input type="checkbox"/> Federal Court _____	<input type="checkbox"/> State Agency _____
<input type="checkbox"/> State Court _____	<input type="checkbox"/> Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.	
Name:	
Title:	
Agency:	
Address:	
Telephone:	
Section VI	
Name of agency complaint is against:	
Contact person:	
Title:	
Telephone number:	

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature

Date

Please submit this form in person at the address below, or mail this form to:

Galveston Island Transit
c/o Public Transportation General Manager
3115 Market St.
Galveston, Texas 77550
(409)-797-3900
joliver@galvestontx.gov



Galveston Island Transit está comprometido con una política de no discriminación en la conducta de sus negocios, incluidas las responsabilidades del Título VI, y con la prestación de servicios de transporte equitativos y accesibles. Cualquier persona que crea que ha sido objeto de discriminación bajo el Título VI por motivos de raza, color u origen nacional puede presentar una queja de Título VO ante Galveston Island Transit dentro de los 180 días a partir de la fecha de la presunta discriminación.

Sección I:				
Nombre:				
Dirección:				
Teléfono (Inicio):			Teléfono (Trabajo):	
Dirección de correo electrónico:				
¿Requisitos de formato accesible?	Letra grande		Cinta de audio	
	TDD		Otro	
Sección II:				
¿Está presentando esta queja en su propio nombre?		Sí*	No	
*Si respondió "sí" a esta pregunta, vaya a la Sección III.				
De lo contrario, proporcione el nombre y la relación de la persona por la que se queja:				
Por favor, explique por qué ha solicitado a un tercero: _____				
Confirme que ha obtenido el permiso de la parte agraviada si está presentando una solicitud en nombre de un tercero.		Sí	No	
Sección III:				
Creo que la discriminación que experimenté se basó en (verifique todo lo que se aplica):				
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen nacional				
Fecha de la presunta discriminación (mes, día, año): _____				
Explique lo más claramente posible lo que sucedió y por qué cree que fue discriminado. Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la(s) persona(s) que lo discriminó (si se conoce), así como los nombres y la información de contacto de cualquier testigo. Si se necesita más espacio, utilice la parte posterior de este formulario.				

Sección IV				
¿Ha presentado previamente una queja del Título VI ante esta agencia?		Sí	No	
Sección V				
¿Ha presentado esta queja ante alguna otra agencia federal, estatal o local, o ante algún tribunal federal o estatal?				
<input type="checkbox"/> Sí <input type="checkbox"/> No				

En caso afirmativo, marque todo lo que corresponda: <input type="checkbox"/> Agencia Federal: _____ <input type="checkbox"/> Tribunal Federal <input type="checkbox"/> Agencia Estatal _____ <input type="checkbox"/> Tribunal Estatal <input type="checkbox"/> Agencia Local _____
Proporcione información sobre una persona de contacto en la agencia / tribunal donde se presentó la queja.
Nombre:
Título:
Agencia:
Dirección:
Teléfono:
Sección VI
El nombre de la queja de la agencia es contra:
Persona de contacto:
Título:
Número de teléfono:

Puede adjuntar cualquier material escrito o otra información que considere relevante para su queja.

Firma y fecha requeridas a continuación

Signature Date

Envíe este formulario en persona a la dirección que aparece a continuación, o envíelo por correo a:

Tránsito de la isla de Galveston
c/o Gerente General de Transporte Público
3115 Market St.
77550, Galveston, Texas
(409)-797-3900
joliver@galvestontx.gov

